

For more information
about the Civil Rights Program,
contact your nearest Area Agency
on Aging (AAA):

Northwestern Illinois AAA,
Rockford, 1-815-226-4901,
1-800-542-8402 (nine county area
ONLY), 1-815-226-1954 (TTY)

Northeastern Illinois AAA,
Kankakee, 1-815-939-0727,
1-800-528-2000

Western Illinois AAA, Inc.,
Rock Island, 1-309-793-6800,
1-800-322-1051 (I & A)

Central Illinois AAA, Inc., Peoria,
1-309-674-2071, 1-309-674-1831,
(TTY), 1-877-777-2422

East Central Illinois AAA, Inc.,
Bloomington, 1-309-829-2065,
1-800-888-4456 (I & A) (16 county
area only)

West Central Illinois AAA, Quincy,
1-217-223-7904, 1-800-252-9027 (I & A)
(Voice & TTY)

Project LIFE AAA, Inc.,
Springfield, 1-217-787-9234 (Voice &
TTY), 1-800-252-2918 (I & A) (Area
codes 217, 309 & 618 only)

AAA of Southwestern Illinois,
Belleville, 1-618-222-2561,
1-800-326-3221

Midland AAA, Centralia,
1-618-532-1853, 1-877-532-1853

Southeastern Illinois AAA, Inc.,
Mt. Carmel, 1-618-262-2306,
1-800-635-8544 (Area code 618 only)

Egyptian AAA, Inc., Carterville,
1-618-985-8311, 1-888-895-3306

Chicago Department on Aging,
Chicago, 1-312-744-4016,
1-312-744-6777 (TTY)

Suburban AAA, Oak Park,
1-708-383-0258, 1-800-699-9043
(Suburban Cook County only)

Or call the
Senior HelpLine:
1-800-252-8966
(Voice and TTY)

**Illinois Department
on Aging**

421 East Capitol Avenue, #100
Springfield, IL 62701
www.state.il.us/aging/

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966 (Voice and TTY).

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is
Illegal!

**Illinois Department
on Aging**

Governor Rod R. Blagojevich
Director Charles D. Johnson

Civil Rights Program

The Illinois Department on Aging, in cooperation with the Area Agencies on Aging, has developed the Civil Rights Program to ensure equal treatment of individuals who apply to programs or who are current program participants. It also protects those individuals who apply for employment or who are currently employed in programs funded through the Illinois Department on Aging.

The Civil Rights Program was written in accordance with all state and federal civil rights laws and forbids discrimination based upon race, color, national origin, religion, sex, ancestry, marital status, physical or mental disability, unfavorable military discharge or age.

All entities receiving funding from the U.S. Department of Health and Human Services, the U.S. Department of Agriculture and the Illinois Department on Aging must adopt the Civil Rights Program. These entities include, but are not limited to, the Illinois Department on Aging, all Area Agencies on Aging and their providers of service(s), and all adult day service providers. In addition, each entity must have a civil rights coordinator on staff to assist you with any questions or concerns you may have regarding this program.

To File a Complaint

If you feel you have been . . .

. . . denied the opportunity to participate (admission to or benefits of) in any Illinois Department on Aging program(s);

. . . denied employment (such as, not hired or unlawfully discharged) in any Illinois Department on Aging program(s); or

. . . denied opportunities as an employee (such as, wages, promotions, benefits, etc.) in any Illinois Department on Aging program(s);

. . . due to your race, color, national origin, religion, sex, ancestry, marital status, physical or mental disability, unfavorable military discharge or age, you may wish to inquire about the Civil Rights Program or the possibility of filing a complaint of discrimination.



To do so, visit, write or call the civil rights coordinator at your Area Agency on Aging, service provider or adult day service provider. Or, you may contact the:

**Illinois Department on Aging
Civil Rights Coordinator
Office of the Director
421 East Capitol Avenue, #100
Springfield, IL 62701-1789
1-800-252-8966 (Voice and TTY)**

A complaint must be filed with the Illinois Department on Aging within 180 calendar days of the date the alleged discrimination took place. An investigation will be conducted upon receipt of your complaint.

As the complainant, you are encouraged to provide as much information as possible on all parties involved. In addition, you may be requested to submit additional information after you have filed your complaint. The Illinois Department on Aging will make every effort to resolve the complaint situation and to help prevent any further potential discrimination. Remember that specific information on the action you believe was discriminatory can help the Department in processing your complaint in a timely manner. You will be notified of the investigation results as soon as possible.